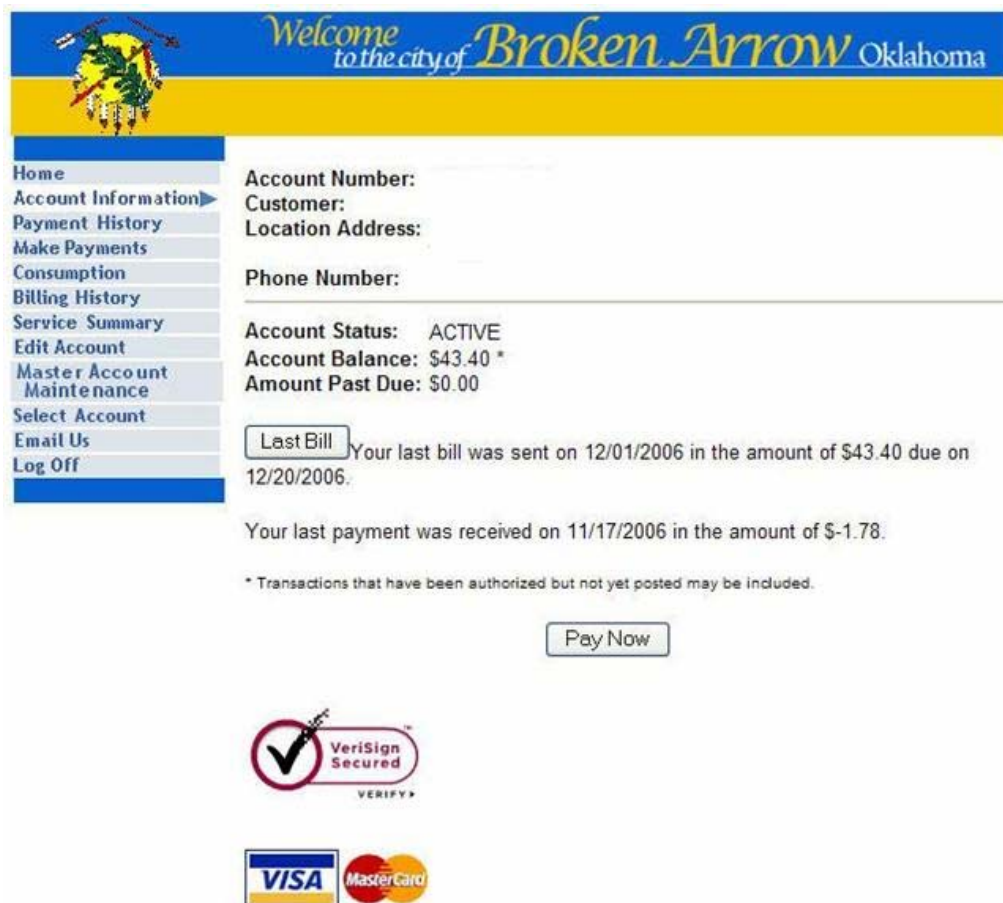


## Paying Utility Bills Online and Saving Your User Information in Click2Gov

This document is provided to assist citizens with saving payment information and reusing it in the City of Broken Arrow Click2Gov system. If you have already saved your payment information then you may skip to Step 7

Step 1 – After logging in with you account number and pin you will see a screen as shown below. To initiate payment you need to click on the pay now button as shown below.



The screenshot shows the City of Broken Arrow Click2Gov account page. At the top is a blue banner with the text "Welcome to the city of Broken Arrow Oklahoma" and a logo on the left. Below the banner is a yellow horizontal bar. On the left side, there is a blue sidebar with a list of navigation links: Home, Account Information (with a right-pointing arrow), Payment History, Make Payments, Consumption, Billing History, Service Summary, Edit Account, Master Account Maintenance, Select Account, Email Us, and Log Off. The main content area on the right has a white background. It contains input fields for "Account Number:", "Customer:", "Location Address:", and "Phone Number:". Below these fields, the account status is displayed as "Account Status: ACTIVE", "Account Balance: \$43.40 \*", and "Amount Past Due: \$0.00". There is a "Last Bill" button and text stating "Your last bill was sent on 12/01/2006 in the amount of \$43.40 due on 12/20/2006." Below this, it says "Your last payment was received on 11/17/2006 in the amount of \$-1.78." A small asterisk note at the bottom left of the main area reads "\* Transactions that have been authorized but not yet posted may be included." A "Pay Now" button is located at the bottom center. At the very bottom, there are logos for VeriSign Secured, VISA, and MasterCard.

Welcome to the city of **Broken Arrow** Oklahoma

Home  
Account Information ►  
Payment History  
Make Payments  
Consumption  
Billing History  
Service Summary  
Edit Account  
Master Account Maintenance  
Select Account  
Email Us  
Log Off

Account Number: \_\_\_\_\_  
Customer: \_\_\_\_\_  
Location Address: \_\_\_\_\_  
Phone Number: \_\_\_\_\_

Account Status: ACTIVE  
Account Balance: \$43.40 \*  
Amount Past Due: \$0.00

Last Bill Your last bill was sent on 12/01/2006 in the amount of \$43.40 due on 12/20/2006.

Your last payment was received on 11/17/2006 in the amount of \$-1.78.

\* Transactions that have been authorized but not yet posted may be included.

Pay Now

VeriSign Secured  
VISA MasterCard

Step 2 - Confirm your payment amount and then click continue




Welcome to the city of **Broken Arrow** Oklahoma

- Home
- Account Information
- Payment History
- Make Payments ▶
- Consumption
- Billing History
- Service Summary
- Edit Account
- Master Account Maintenance
- Select Account
- Email Us
- Log Off

Please confirm the amount of your payment.

Payment Amount:

Step 3 – Review the charges and click Pay Now




Welcome to the city of **Broken Arrow** Oklahoma

- Home
- Account Information
- Payment History
- Make Payments
- Consumption
- Billing History
- Service Summary
- Edit Account
- Master Account Maintenance
- Select Account
- Email Us
- Log Off

### Review Charges

	Amount
Utilities Charges	
Utilities Fees	\$43.40
Additional Charges	
<b>Total Payment Amount:</b>	<b>\$43.40</b>

Step 4 - Provide all of the necessary credit card information and make sure you check the box to “Save this card information in my billfold”. Then click continue



Welcome  
to the city of **Broken Arrow** Oklahoma


[Home](#)  
[Account Information](#)  
[Payment History](#)  
[Make Payments](#)  
[Consumption](#)  
[Billing History](#)  
[Service Summary](#)  
[Edit Account](#)  
[Master Account Maintenance](#)  
[Select Account](#)  
[Email Us](#)  
[Log Off](#)

**NOTE:** Your Card Security Code is the 3 digit number on the back of your credit card.

Please fill in the fields below with your card information. Please remember that the cardholder name must appear exactly as it does on your credit card. Also, be sure to use the billing address of the credit card which may be different from your home address.

### Account Information

<b>Card Type</b> Select a card type ▾	<b>Payment Amount</b> \$43.40
<b>Card Number</b> (No dashes or spaces) [ ]	<b>Expiration</b> Select Month ▾ 2006 ▾
<b>CVV2</b> [ ] <a href="#">What is this?</a>	
<b>Cardholder Name</b>	
<b>First Name</b> [ ]	<b>MI</b> [ ]
<b>Last Name</b> [ ]	
<b>Credit Card Billing Street Address</b> [ ] [ ]	
<b>City</b> [ ]	<b>State or Province</b> Select a state ▾
<b>Zip Code:</b> (no dashes) [ ]	<input type="checkbox"/> Save this card information in my billfold.
* Indicates required information	
<div>ContinueCancel</div>	



VeriSign  
Secured  
VERIFY

Step 5 – If everything is correct then click “Complete Transaction”



Welcome to the city of **Broken Arrow** Oklahoma

- Home
- Account Information
- Payment History
- Make Payments
- Consumption
- Billing History
- Service Summary
- Edit Account
- Master Account Maintenance
- Select Account
- Email Us
- Log Off

If everything is correct, click the 'Complete Transaction' button below. This will finalize the transaction and bring you to a printable receipt page.

**Transaction Overview**

Account Number  
Customer  
Address  
Payment Amount

**Payment Method**

Charge To Mastercard \*\*\*\*\*  
Account Holder  
Billing Address Broken Arrow, OK 74012

After clicking the 'Complete Transaction' button, please wait for the receipt page to appear. This may take a few minutes.

Step 6 - If you are ready to pay then click on “Pay Now” You will receive an email copy of the receipt for your payment



Welcome to the city of **Broken Arrow** Oklahoma

- Home
- Account Information
- Payment History
- Make Payments
- Consumption
- Billing History
- Service Summary
- Edit Account
- Master Account Maintenance
- Select Account
- Email Us
- Log Off

Account Number: .....  
Customer: .....  
Location Address: BROKEN ARROW OK  
Phone Number: .....

Account Status: ACTIVE  
Account Balance: \$43.40 \*  
Amount Past Due: \$0.00

Your last bill was sent on 12/01/2006 in the amount of \$43.40 due on 12/20/2006.

Your last payment was received on 11/17/2006 in the amount of \$-1.78.

\* Transactions that have been authorized but not yet posted may be included.



The next time you visit Click2Gov to make a utility payment you can retrieve your saved credit card information from your billfold by following these steps.

Step 7 – After logging in with you account number and pin you will see a screen as shown below. Do not click “Pay Now” Notice the option on the left “Make Payments” click on “Make Payments”

The screenshot shows the Click2Gov account page for the City of Broken Arrow, Oklahoma. The header features the city's logo and the text "Welcome to the city of Broken Arrow Oklahoma". A left-hand navigation menu includes links for Home, Account Information, Payment History, Make Payments, Consumption, Billing History, Service Summary, Edit Account, Master Account Maintenance, Select Account, Email Us, and Log Off. The main content area displays account details: Account Number, Customer, Location Address, and Phone Number. It also shows the Account Status as ACTIVE, an Account Balance of \$43.40, and an Amount Past Due of \$0.00. A "Last Bill" section indicates the last bill was sent on 12/01/2006 for \$43.40, due on 12/20/2006. Below this, it states the last payment was received on 11/17/2006 for \$-1.78. A disclaimer notes that transactions authorized but not yet posted may be included. A "Pay Now" button is visible at the bottom of the main content area. At the very bottom, there are logos for VeriSign Secured and Visa/MasterCard.

Step 8 – After clicking on “make payments” the screen below will be displayed. Click on the “On-Demand” button

The screenshot shows the Click2Gov payment options page for the City of Broken Arrow, Oklahoma. The header and navigation menu are identical to the previous screenshot. The main content area is titled "The following payment options are offered:". There are two buttons: "On-Demand" and "Immediate". The "On-Demand" button is selected, and its associated list of benefits is displayed: "We save your credit card or bank information in a secure location.", "You tell us when to charge one of these accounts.", and "No need to re-enter this information every time you want to pay on-line.". The "Immediate" button is also visible, with its associated list of benefits: "Enter your credit card or bank information in a secure location.", "Immediate, on-line authorization of this payment transaction.", and "No credit card or bank information is stored for your use in future payments.".

Step 9 – The contents of your billfold will be displayed. You can now select a payment option from your billfold and click “Pay Now”



Account Number: 100107 05001  
Customer: [REDACTED]  
Location Address: BROKEN ARROW OK  
Phone Number: [REDACTED]

**Notification Options:**

- ☒ Notify me by email on change.  
☒ Notify me by email when a transaction is posted. [Save Options](#)

**Billfold**

Account Type	Account Number			
Visa	*****	<a href="#">Pay Now</a>	<a href="#">Edit</a>	<a href="#">Remove</a>
MC	*****	<a href="#">Pay Now</a>	<a href="#">Edit</a>	<a href="#">Remove</a>
<a href="#">Select a payment type to add</a> ▼		<a href="#">Add</a>		

[Return](#)

Step 10 – Confirm the amount of your payment, enter the CVV2 # from the back of your credit card and press continue



Welcome to the city of **Broken Arrow** Oklahoma

- Home
- Account Information
- Payment History
- Make Payments
- Consumption
- Billing History
- Service Summary
- Edit Account
- Master Account Maintenance
- Select Account
- Email Us
- Log Off

Please confirm the amount of your payment.

Payment Amount:

CVV2 (CSC) Number:  [What is this?](#)

Step 11 – Review the charges and click “Pay Now”



Welcome to the city of **Broken Arrow** Oklahoma

- Home
- Account Information
- Payment History
- Make Payments
- Consumption
- Billing History
- Service Summary
- Edit Account
- Master Account Maintenance
- Select Account
- Email Us
- Log Off

### Review Charges

	Amount
Utilities Charges	
Utilities Fees	\$43.40
Additional Charges	
Total Payment Amount: \$43.40	

Step 12 – If everything is correct press the button to “Complete Transaction”



Welcome  
to the city of

Broken Arrow

Oklahoma

Home

Account Information

Payment History

Make Payments

Consumption

Billing History

Service Summary

Edit Account

Master Account Maintenance

Select Account

Email Us

Log Off

If everything is correct, click the 'Complete Transaction' button below. This will finalize the transaction and bring you to a printable receipt page.

**Transaction Overview**

Account Number	
Customer	
Address	
Payment Amount	43.40

**Payment Method**

Charge To	VISA *****
Account Holder	
Billing Address	Broken Arrow, OK 74012

After clicking the 'Complete Transaction' button, please wait for the receipt page to appear. This may take a few minutes.


Complete Transaction

Edit

Cancel



Step 13 - Next you will see a receipt for your payment displayed.



Welcome

to the city of

Broken Arrow

Oklahoma

Thank you for your payment. Please print this page for your records. Once you navigate away from this page this data will be lost.

Transaction Overview

Account Number

Customer

Address

Payment Amount

Payment Date

12/5/2006

Payment Method

Charged To

VISA \*\*\*\*\*

Account Holder

Billing Address

Broken Arrow, OK 74012

Authorization Results

Authorization

Auth Code

Ref #

Approved

252460

11072

Return

Thank you for using The City of Broken Arrow Click2Gov Online Utility payment website!